

**IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE**

Appl. No. : 10/627,619
Applicant : William Grant GROVENBURG
Filed : 28 July 2003
TC/A.U. : 2464
Confirmation : 4323
Examiner : YUEN, KAN
Atty. Docket : 10030630-01

Title: TROUBLESHOOTING A SPECIFIC VOICE OVER INTERNET PROTOCOL
(VOIP) TELEPHONE CALL TRANSMITTED OVER A COMMUNICATIONS
NETWORK

Expedited Procedure Requested Technology Center 2464

AMENDMENT and/or RESPONSE under 37 C.F.R. § 1.116

Mail Stop **AF**
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Final Office Action of 5 August 2009, and the Advisory Action of 21 October 2009, please amend the above referenced application as follows and reconsider the application in light of the following remarks.

This paper includes (each beginning on a separate sheet):

- 1. Amendments to the claims;**
- 2. Remarks/Discussion of issues.**